

Charity Care Report (FY 2009) – Attachment A
Summary of Reporting Hospitals' Charity Care Policies

Hospital	Policy Provided	Application	Necessary Documentation	Eligibility Criteria	Internal tracking policies	Posted Notices & Languages	Locations of Posted Notices	Formal Appeals Process
CPMC	Yes	Yes	<ul style="list-style-type: none"> • Statement of Financial Condition • Proof of Income: <ul style="list-style-type: none"> ◆ Recent pay stub; or ◆ Income tax form 	<ul style="list-style-type: none"> • 400% Federal poverty level (FPL) • Discounts for catastrophic care possible on a case-by-case basis for costs that exceed 15% of patient (family) annual income. • Discounts for self-pay, prompt pay, and uninsured. • Charity care application valid for 1 year. 	Yes	Yes (English, Spanish, Chinese, Russian, Tagalog, Japanese, Hmong, Vietnamese)	Emergency Dept., Billing/Cashier, Admitting Office/Registration, Outpatient Registration & Clinics.	No
Chinese Hospital	Yes	Yes	<ul style="list-style-type: none"> • Financial info: <ul style="list-style-type: none"> ◆ Income tax return; and/or ◆ Recent pay stub. • Signature on application. 	<ul style="list-style-type: none"> • 350% FPL • Discounts of 20-30% on a case-by-case basis. • Charity care application valid for 1 year. 	Yes	Yes (English, Spanish, Chinese)	Emergency Dept, Billing/Cashier, Admitting Office/Registration, Outpatient Area.	Yes
Kaiser Permanente	Yes	Yes	<ul style="list-style-type: none"> • Identification • Proof of income • Bank statements • Mutual funds (if applicable) • Prior year tax returns • Average monthly medical expenses • Medi-Cal denial 	<ul style="list-style-type: none"> • 300% FPL • Discounted rates up to 400% FPL. • Charity care application valid for 3 months. 	Yes	Yes (English, Spanish, Chinese)	Emergency Dept., Billing Office, Admission Office/Registration, Outpatient Areas.	Yes
Saint Francis	Yes	Yes	<ul style="list-style-type: none"> • Proof of income and/or assets. 	<ul style="list-style-type: none"> • 200% FPL • Discounted rates up to 500% FPL. • Discounts for catastrophic care possible on a case-by-case basis for individuals with income greater than 500% FPL. • Charity care application valid for 1 year. 	Yes	Yes (English, Spanish, Chinese, Russian)	Emergency Dept., Billing Office, Admission Office/Registration, Outpatient Areas.	No
SFGH	Yes	Yes	<ul style="list-style-type: none"> • Identification • Verification of prior gross monthly income: <ul style="list-style-type: none"> ◆ Recent quarter's paystub; or ◆ Recent year's tax return 	<ul style="list-style-type: none"> • Sliding fee scale up to 500% FPL. • 100% FPL eligible for free care. • Assets within Medi-Cal guidelines. • Charity care application valid for 6 months. 	Yes	Yes (English, Spanish, Chinese)	Emergency Dept., Billing Office, Admission Office/Registration, Outpatient Areas, Main Lobby, Pharmacy.	Yes

Hospital	Policy Provided	Application	Necessary Documentation	Eligibility Criteria	Internal tracking policies	Posted Notices & Languages	Locations of Posted Notices	Formal Appeals Process
St. Luke's	Yes	Yes	<ul style="list-style-type: none"> Statement of Financial Condition Proof of Income: <ul style="list-style-type: none"> Recent pay stub; or Income tax form 	<ul style="list-style-type: none"> 400% FPL Discounts for catastrophic care possible on a case-by-case basis for costs that exceed 15% of patient (family) annual income. Discounts for self-pay, prompt pay, and uninsured. Charity care application valid for 1 year. 	Yes	Yes (English, Spanish, Chinese, Russian, Tagalog, Japanese, Hmong, Vietnamese)	Registration, Financial Counseling, Ancillary Registration, Cashier, Emergency Department, Outpatient Clinics	No
St. Mary's	Yes	Yes	<ul style="list-style-type: none"> Proof of income and/or assets 	<ul style="list-style-type: none"> 200% FPL Discounted rates up to 500% FPL. Discounts for catastrophic care possible on a case-by-case basis for individuals with income greater than 500% FPL. Charity care application valid for 1 year. 	Yes	Yes (English, Spanish, Chinese, Russian, & add'l translations for Cambodian, Vietnamese at Sr. Mary Phillipa Clinic)	Emergency Department, Billing/Admissions Waiting Room, Outpatient Clinics	No
UCSF	Yes	Yes	<ul style="list-style-type: none"> Proof of income and/or assets Estimated monthly living expenses. Debts & obligations. Copy of public program (ex., Medi-Cal) denial 	<ul style="list-style-type: none"> 200% FPL eligible for free care 201%- 350% FPL sliding fee scale 30% discount available to true "self-paying" patients Outpatient Charity care application valid for six months; inpatient charity care applications are required for each admission and are valid for that admission only. 	No	Yes (English, Spanish, Chinese, Russian)	Emergency Dept., Billing Office, Admission Office/Registration, Outpatient Areas.	Yes